

JAMES H. LEWIS

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SUMMARY

Astute, results oriented Product Manager with proven success managing multi-million dollar portfolio of telecommunications information products. Special expertise and extensive experience in development, life cycle management and delivery of valuable rate and regulatory information products enabling clients to increase profitability and efficiencies throughout their organization. Demonstrated pattern of strong leadership, problem solving, and effective communication skills with expert eye for detail. Outstanding client relationship building skills.

- **Product Management**
- **Financial and Auditing Analysis**
- **Research/Data Analysis and Project Management**
- **Direct Sales and Training**
- **Management**

PROFESSIONAL EXPERIENCE

TEOCO, Fairfax, VA 2009 – present

TEOCO is the market leader in providing cost, routing and revenue management solutions to communications carriers worldwide.

Rate, Auditing, and Tariff Filing Consultant

- Analyzed current contracts and regulatory documents to develop a rate repository/comprehensive database to streamline carrier-to-carrier network cost management and routing for circuits, including SONET, T1 and T3 lines and switched access usage based rates.
- Reviewed federal and state tariff filings daily to identify rate impacts for least-cost routing product, which has reduced client network costs up to \$250,000 in the first year of installation.

State Farm Insurance, Frederick, MD 2007 – 2009

State Farm is the leading automobile and home insurer in the United States.

Insurance Agent

- Led agency teams that marketed and sold State Farm insurance and financial services products resulting in improved customer relationships and increased office production; highlights include exceeding \$8 million in life insurance sales from September 2008 – April 2009
- Conducted broad market research, established revenue and expense projections and tactical action plans to create and ensure success of agency business plan.

Center for Communications Management Information (CCMI), Rockville, MD 1999 - 2007

CCMI is a leading provider of rate and information products serving the communications industry.

Product Portfolio Manager (2002-2007)

- Overall operational responsibility for foundational set of database products used for bill auditing, network costing analysis, billing, routing, and pricing of telecom services that generated more than

75% of division revenue and consisted of more than 500 customers, including industry leaders AT&T, Verizon and Sprint.

- Directed, priced and wrote Statement of Work for special project with major US telecommunications carrier resulting in product-line extension and new revenue of over \$400K within a 6-month period.
- Compiled executive reports and led quarterly cross functional management team review of products by assessing revenue, expenses, vendor agreements, recurrent customer issues and FCC regulatory impacts resulting in strong renewal rates, enhanced sales and customer relations.
- Developed and implemented reorganization plan of 12 member Product Content group to create dedicated Quality Assurance team and new management positions with increased responsibilities and greater product expertise to benefit internal and external clients.

Product Manager (1999 – 2002)

- Launched industry's first comprehensive tariff database, Telview Plus, a telecommunications cost management product for inter-carrier bill auditing and cost analysis. Generated more than \$1 million in revenue with a 60% profit margin during the first year on the market.
- Developed and implemented formal QA program that resulted in product quality exceeding 99% and strong customer retention rates.
- Established and executed formal training program resulting in accelerated product implementation.
- Incorporated new product features and provided technical staff with business requirements to enhance products.

MCI Worldcom, Arlington, VA
Tariff Analyst – Business Analysis

1996 – 1999

CCMI, Rockville, MD
Technical Sales Support Manager and Tariff Analyst

1992 – 1996

EDUCATION

Loyola College – Bachelor of Business Administration and Finance
Johns Hopkins University – Marketing Management Class

PROFESSIONAL DEVELOPMENT

Kaplan Financial – Property and Casualty, Life and Health, and Series 6
Toastmasters – Professional speaking and leadership development
Sequent Learning - Fundamentals of Product Management
United Communications Group - Management Leadership Program

COMPUTER SKILLS

Relational Databases, SQL, Windows XP, MS Office, and MS Access